



## SPRING 2018 NEWSLETTER

### ! Outbreaks of Mumps and Measles...are you vaccinated???

**Mumps Outbreak:** At UEA we have had 18+ confirmed cases of mumps in the last few months.

**Measles Outbreak:** Public Health England (PHE) recently reported that measles outbreaks have been confirmed in areas across the UK [GOV.UK measles outbreaks](http://gov.uk/measles-outbreaks) and there are currently large outbreaks in Europe, with Italy, Germany and Romania being the worse affected countries.

Dr Mary Ramsey, Health of Immunisations at PHE said;

*"The UK recently achieved WHO (World Health Organisation) measles elimination status and so the overall risk of measles to the UK population is low. However, due to ongoing measles outbreaks in Europe, we will continue to see cases in unimmunised individuals and limited onward spread can occur in communities with low MMR (Measles, Mumps and Rubella) coverage and in age groups with very close mixing."*

The NHS recommends that young adults are protected against mumps and measles by receiving two doses of MMR vaccine. The vaccine is available free on the NHS, to all adults and children who are not up to date with their two doses. For further information about the MMR vaccine click on this link > [MMR vaccination information leaflet](#)

### ! Meningitis Awareness

Meningococcal meningitis and meningococcal septicaemia occur sporadically throughout the world. All new university entrants aged 24 or under are being offered immunisation against Meningococcal Meningitis ACW and Y as part of the NHS vaccination programme. **The Department of Health strongly recommends you have the Meningitis ACWY vaccine, especially if you are in your first year at university. Students are more vulnerable to meningitis because of living in halls of residence or shared housing with people from all over the world.** [www.meningitisnow.org/meningitis-explained/signs-and-symptoms/meningitis-children-and-young-people/](http://www.meningitisnow.org/meningitis-explained/signs-and-symptoms/meningitis-children-and-young-people/)

**If you would like to have either of the vaccines, please call reception on 01603 251600 to book. They are free on the NHS to all those eligible.** Enjoy your time at university by making sure your health and wellbeing is a priority.

### ! Exams - Special Conditions

If you require special conditions for your exam(s) eg; extra time for breaks due to a medical condition, please make a routine appointment with a doctor at **least 4 weeks before your exams are due to start** to discuss this, otherwise there may be a delay in your request being approved in time for your first exam.

### ! Annual Health Monitoring Recalls

Do you have Diabetes? Epilepsy? Asthma? Or any other medical condition that you are recalled annually for? If you are due an annual review according to our records, you may soon be invited to have this. It is important to take advantage of these recalls, as it allows us to monitor your condition(s) and highlight any potential cause for concern. **Please check your emails regularly** to see if you have been recalled, and details on how to book.

### Do you know what to do if you are ill during exam period?

During exam times, you should seek prompt advice from the medical centre if illness affects your revision or exams. It is essential that you come to the medical centre before your exam is due to start. Please ensure you tell reception that you have an exam.

**IMPORTANT:** All students (irrespective of whether you are registered with us or not) must come to the medical centre and see us (on the same day) if they are going to miss an event assessment, which include;

- ♦ Examinations ♦ Course Tests ♦ OSCEs (medical students) ♦ OSPEs (pharmacy students)

Visit our website [www.umsuea.co.uk](http://www.umsuea.co.uk) and click on 'exam/event assessment' for further information.

## Appointments: “Keep it or cancel it! Don’t waste it!”

Ever wondered why it can be difficult to get an appointment with a GP/Nurse? In January 2018, 258 people failed to attend their booked GP/Nurse appointment! This is equal to 43 hours of wasted appointments!!! With increased demand for GP and nursing services and very little extra funding to facilitate this rise, reducing the DNA rate could make a significant difference to appointment availability. **PLEASE**...if you cannot make your appointment – cancel it!



### Expert Self Care (ESC) apps!

The ESC student health app gives fast access to reliable health information on **over 125 physical and mental health topics including;**

- ◆ emergencies
- ◆ general ill health
- ◆ mental health
- ◆ common ailments and physical for young adults
- ◆ love, sex and relationships
- ◆ alcohol and drugs
- ◆ healthy living
- ◆ travel and fun
- ◆ long-term conditions
- ◆ safety

There is no need for internet access, information is reliable and developed with student health experts and students. It is available to download for FREE from the Apple App Store and Google Play for Android.

[www.expertselfcare.com/health-apps/esc-student](http://www.expertselfcare.com/health-apps/esc-student)

### The ‘distrACT’ app

Launched on 30<sup>th</sup> Nov 2017, the FREE distrACT app gives people who self-harm and/or feel suicidal, discreet access to information and advice, so they can manage difficult feelings, cope with a crisis and find help and support.

It has been developed by ESC with input from doctors, self-harm support organisation and users, and certified by the NHS England Information Standard.

Self-help resources include;

- ◆ distracting yourself
- ◆ dealing with feelings
- ◆ safer alternatives to self-harm

[www.expertselfcare.com/health-apps/distract](http://www.expertselfcare.com/health-apps/distract)



### Travel Services...planning to go on holiday soon?

Whether you're off on a package holiday to relax, trekking through the Amazon, on Safari in Africa or exploring the world, our fully qualified and experienced Travel Health nurses can give you expert advice on staying healthy and safe abroad.

- ◆ Registered Yellow Fever Centre
- ◆ Full travel risk assessments and advice
- ◆ Travel vaccinations
- ◆ Malaria prophylaxis
- ◆ Free parking

Appointments are available throughout the week and you should aim to book your first appointment at least 8 weeks before you are due to travel. We do not give travel advice over the phone. Your initial appointment will be for 30 minutes and the specialist nurse will run through a personal assessment of risks/needs, taking into account your length of stay, activities and any existing health problems. This assessment will determine which vaccinations/medication you require. Subsequent appointments are usually 15 minutes.

### UEA Health & Wellbeing Service

Student Support Services (SSS) offer a range of professional, proactive and approachable services for students such as Mental Health advisers, Counsellors, general advisers, help with disability issues, finance issues and learning enhancement. Located on the Upper Street, between Waterstones Bookshop and the SU Building.

#### Opening hours and contact details;

Monday to Friday ◆ 09.00 - 17.00 ◆ Telephone 01603 592761 ◆ Email: [studentsupport@uea.ac.uk](mailto:studentsupport@uea.ac.uk)

### ! Advanced notice: Potential changes to services from 1st April 2018

We may no longer be able to provide the following services from April;

- Routine ECGs
- Spirometry
- Zoladex injections
- B12 injections
- Ear Irrigation (already stopped)

For further information about this and the reasons why, click on the link [Managing GP Workload & Services](#) or visit our website [www.umsuea.co.uk](http://www.umsuea.co.uk)

### ! Medication Review Dates

If you take regular medication, you will need to have a review on a regular basis - even if the prescription is on as a ‘repeat’ medication. How often you have a review depends on each individual and the type of drug. You will notice when you get your prescription, a ‘review date’ and you must book an appointment before this date to ensure continuity of your medication is not interrupted. **This is your responsibility.**

## Online Appointment Booking/Ordering Repeat Prescriptions

Did you know you can book/cancel/manage your appointments online, update your address and order repeat prescriptions? You can do all this via our website and/or smartphone app. It's quick and easy to use – **To sign up, contact [umsuea@nhs.net](mailto:umsuea@nhs.net) with your name, date of birth and current address to receive your registration instructions.** You can book appointments up to 4 weeks in advance. Visit the app store from your mobile, download, sign in and away you go! Easy access to our appointment system and prescription service.

Google Play: <https://play.google.com/store/apps/details?id=uk.co.patient.patientaccess>

iTunes: <https://itunes.apple.com/gb/app/patient-access/id612905214?mt=8>

### Feeling unwell? Not sure what to do or where to go?



These days there are lots of choices within the NHS. Making the right choice, at the right time will help you get the best possible treatment appropriate for your condition at that time. To help you decide, we have devised a list of services available;

<b>Self-care</b>	<p>Best choice of treatment for very minor illness and injuries, such as coughs, colds, sore throats, cuts, bruises etc. Keep a well-stocked medicine cabinet with;</p> <ul style="list-style-type: none"> <li>- Paracetamol or aspirin</li> <li>- Indigestion remedy</li> <li>- Plasters and a thermometer</li> <li>- Anti-diarrhoeal medicine</li> <li>- Rehydration mixtures</li> </ul>									
<b>NHS 111</b>	<p><b>Telephone 111</b> This is a free NHS telephone number (from both landlines and mobile phones) which you can call 24 hours a day, 7 days a week, 365 days a year. Confidential health advice and information <a href="http://www.nhs.uk/111">www.nhs.uk/111</a></p>									
<b>Pharmacy</b>	<p><b>Telephone 01603 505629</b> UEA Boots Pharmacy located on campus next to the Medical Centre. Open Mon to Friday, 8.30am to 6.00pm, Sat 8.30-12.30pm, Sun closed. You can visit any pharmacist when you have a common health problem that does not require being seen by a doctor or nurse. They can provide advice on common illnesses such as coughs and colds, including the best medicines to treat them.</p>									
<b>GP Surgery (UEA Medical Centre)</b>	<p><b>Telephone 01603 251600</b> Open Monday to Friday, 8.30am to 6.30pm For urgent medical attention (non-life threatening) For illness and injury that will not go away Doctors and nurses available, pre-bookable and urgent on the day appointments <a href="http://www.umsuea.co.uk">www.umsuea.co.uk</a></p>									
<b>Out of Hours Service</b>	<p><b>Telephone NHS 111</b> To be used when the UEA Medical Centre is closed (evenings &amp; weekends) For urgent medical attention (non-life threatening)</p>									
<b>Accident &amp; Emergency (Hospital A&amp;E)</b>	<p><b>Telephone 999</b> <b>A&amp;E departments should only be used in critical or life-threatening situations</b> They provide immediate emergency care for people who show symptoms of serious illness or are badly injured. This includes;</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">◆ Unconsciousness</td> <td style="width: 33%;">◆ Heavy blood loss</td> <td style="width: 33%;">◆ A deep wound or stab</td> </tr> <tr> <td>◆ Difficulty breathing</td> <td>◆ Severe burns</td> <td>◆ Severe allergic reaction</td> </tr> <tr> <td>◆ Suspected broken bones</td> <td>◆ A suspected heart attack or stroke</td> <td></td> </tr> </table> <p>Your nearest A&amp;E department is at; Norfolk &amp; Norwich University Hospital, Colney Lane, Norwich, NR4 7UY, 01603 286286 / <a href="http://www.nnuh.nhs.uk">www.nnuh.nhs.uk</a></p>	◆ Unconsciousness	◆ Heavy blood loss	◆ A deep wound or stab	◆ Difficulty breathing	◆ Severe burns	◆ Severe allergic reaction	◆ Suspected broken bones	◆ A suspected heart attack or stroke	
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Ref: Mr/OT

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